



**Maine State Government
Dept. of Administrative & Financial Services
Office of Information Technology (OIT)**

Procedure for Agencies Requesting Domain Names

I. Statement

State agencies will use these procedures as a guide in requesting domain names. Specifically, two types of domain names are requested from the Office of the Information Technology: 1) 3rd level (or higher) maine.gov domain names 2) alternative domain names from namespaces other than Maine.gov. Requests for alternative domain names are in actuality requests for waivers to the State of Maine Domain Name Policy.

II. Purpose

The purpose of this procedure is to provide a guide to State entities navigating the domain name acquisition and waiver process in accordance with the State's Domain Name Policy.

III. Applicability

A. This procedure is intended to guide the acquisition of all domain names by

1. Executive Branch and semi-autonomous State agencies irrespective of where their sites are hosted
2. Agencies from other Maine State government branches whose applications and web sites are hosted on computer devices operated by the Office of Information Technology or that traverse the State's wide area network.

This procedure permits and encourages cooperation with the other branches of Maine government in the coordination of domain name services. Municipalities and counties seeking domain names in the Maine.gov namespace should refer to the companion procedure document "Procedure for State of Maine Counties and Municipalities requesting a Maine.gov domain name".

IV. Responsibilities

A. Under the direction of the Chief Information Officer (CIO), eGovernment Services will create a process for handling domain names that will:

1. Establish a simple and quick request/waiver process for State agencies seeking the use of domain names other than Maine.gov.
2. Promptly respond to all domain name requests and waivers.
3. Arrange for the acquisition of approved domain names where appropriate
4. Efficiently manage the domain names of the State of Maine.

B. Requesting Agencies

1. Consult with the agency web coordinator regarding the specific need for domain names as early as possible in a program's or initiative's life cycle.
2. Notify the Agency Information Technology Director (AITD) regarding the specific need for a domain name.
3. After consultation with the web coordinator and AITD, and if the request still seems appropriate initiate the request/waiver process described below.

V. Guidelines & Procedures

A. Guidelines & Procedures

1. The agency web coordinator should collect the following information supporting the domain name request:
 - a. Requested domain name
 - b. Date needed
 - c. Estimated life of the domain name
 - d. Server IP address to which the domain name will point
 - e. Purpose of the domain name including an explanation why Maine.gov fails to serve this need.
 - f. Agency Web Coordinator contact information (name, phone, email address)
 - g. Business unit contact information (name, agency, phone, email address)
 - h. Special instructions such as requests for virtual domain, aliasing etc

2. The web coordinator should make application for the domain name by email to egov@maine.gov.
3. Upon receipt of the domain name request the agency can expect one of the following responses:
 - a. Grant the request. The Enterprise Domain Name Registry should notify the requesting agency that the domain name will be in place in the timeframe requested. Additionally, the Enterprise Domain Name Registry should direct appropriate technical staff to acquire and implement the domain name.
 - b. Request additional information. This may be necessary if the information submitted is incomplete
 - c. Deny the request. The Enterprise Domain Name Registry should promptly provide the requesting agency with an explanation of the reasoning behind the denial as well as appeal instructions.

B. Appeal: Written appeals are submitted to the Associate CIO, and should include the reasons the appeal is being requested as well as the original waiver request materials. The Associate CIO will adjudicate the appeal in consultation with the CIO whose decisions are final.

VI. Definitions

A. Enterprise Domain Name Registry is a centralized location used for recording and tracking domain names associated with the State of Maine.

B. See State of Maine Domain Name Policy.

VII. References

A. [Standard for the Use of Domain Names at the State of Maine](#)

B. [State of Maine Domain Name Policy](#)

C. [Procedure for State of Maine Counties and Municipalities requesting a Maine.gov domain name](#)

VIII. Document Information

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Legal Citation: 5 M.R.S.A. Chapter 163 Section 1973 paragraphs (1) B and (1) D, which read in part, “The Chief Information Officer shall:” “Set policies and standards for the implementation and use of

information and telecommunications technologies...” and “Identify and implement information technology best business practices and project management.”

Waiver Process: See the [Waiver Policy](#)¹.

¹ <http://maine.gov/oit/policies/waiver.htm>